



«CustomerName»  
«Contact name»  
«Address2»  
«Address1»  
«City», «ST» «ZipCode»

Dear «CustomerName»,

Cleartel Communications/Nii Communications are upgrading our Voice Mail platform effective June 28, 2007. This change will provide easier navigation and availability of a Message Waiting Indicator feature. However, this upgrade will affect all stored voice mails in the current platform, and will require you to rerecord your voice mail greeting.

If you would like to receive Message Waiting indicator (stutter tone) at no additional cost, please contact our customer service center at 866-787-0941 to determine if your area qualifies for service. You will know you have a message by simply listening for a stutter dial tone when you first pick up the handset.

The new service will be effective on June 30, 2007. **Please note: All messages which are not retrieved and cleared by June 29, 2007 at midnight, will be deleted from the system. You will not have access to voice mails recorded prior to June 29, 2007.** Beginning June 30, 2007 you will be required to follow the enclosed directions below to record and select your greetings.

We believe you will find this new platform easier to use while providing the option for message waiting indicator. Feel free to contact us with any questions. Customer Service is available toll free at 866-787-0941 Monday through Friday 8:00am until 8:00 pm (EST);

We appreciate your selecting Cleartel/Nii Communications as you telephone service provider.

Sincerely,

Marti Johnson  
Director of Call Center Operations

# Cleartel Solutions Voice Mail Instructions

## **Getting Started**

The very first time you access your voice mailbox you will be required to conduct an initial setup which includes entering a new PIN for the voice mailbox, recording your name, and recording your Personal greeting.

### **To Set Up Your Mailbox (Single Mailbox)**

1. Dial your telephone number from your telephone number, OR you may dial the remote access number of 800 407 0960
2. Enter your telephone number
3. Enter the default PIN which is the last 4 digits of your telephone number
4. Follow the prompts to enter new pin, record your name and record your Personal greeting

**Note:** PIN numbers must be 4, but not greater than 8 digits long.

## **Main Menu**

At any time during all menus if you Press \* you will hear the following Main Menu options. This menu provides access to all submenus that can be used to navigate and manage your Voicemail box.

Message Center says:

*To retrieve your messages, press 1.*

*To access your greetings, press 2.*

*To change your account options, press 3.*

*To hear the number of New and Saved messages, press 4.*

*To disconnect, press 5.*

*For help, press 0.*

## **Listening to Your Messages**

To listen to your messages, press **1** at the Main Menu.

The messages in your voice mailbox will be played to you, starting with the New messages and then followed by any Saved messages (messages which you have already listened to and have decided to save rather than delete).

When a message has finished playing, Message Center says:

*To move to the next message, press #.*

*To listen to the message from the beginning, press 1.*

*To save the message, press 2.*

*To delete the message, press 3.*

*To reply to the message, press 4.*

*To hear the last 9 second of your message again, press 7.*

*To hear when the message was sent, press 8.*

*To access your deleted messages, press 9.*

## **Recording and Selecting Your Greetings**

When a caller reaches your Message Center voice mailbox they are greeted by one of four different greetings. To record these greetings and to select the greeting to be active, press **2** at the Main Menu.

You are told which greeting is currently active and the Message Center says:

*To select your personal greeting, press 1.*

*To select your alternative greeting, press 2.*

*If you are not accepting messages, press 3.*

*To select the system greeting, press 4.*

*To change your recorded name, press 5.*

*To select your busy greeting, press 6.*

*To return, press 7.*

If you select your Personal greeting, your Alternative greeting or the System greeting, then callers are able to leave you a message once they have listened to the greeting. If you select the Not Accepting Messages greeting, then callers can listen to the greeting but are not able to leave you a message. Whenever you select your Personal greeting, your Alternative greeting or the Not Accepting Messages greeting, you can choose to listen to the current recording or to re-record the greeting.

## **More About the Message Center Telephone User Interface**

Most Message Center menus are self-explanatory. However, if you require further assistance you can access additional help by pressing the 0 (Help) key. At any point, if you want to directly return to the Main Menu (or if you get lost), then you can press the \* (Main Menu) key